

### REMARKS

Claims 1, 3, 7-8, 10-16, 19-20, 22-25, 27-29, 31 and 32 are pending. Claims 2, 4-6, 9, 17, 18, 21, 26, 30 and 33-35 have been cancelled. Reconsideration of the Application and Claims is respectfully requested.

### 103 Rejection

Claims 1-2, 6-7, 13-15, 19, 25, 27-29 and 30-35 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Gopal et al. (US Patent No. 2001/0032263) in view of Toy (US Patent No. 4,554,418) and further in view of Jawahar et al. (US Patent No. 6,289, 333). Applicants respectfully submit that the Gopal et al. in view of Toy and Jawahar et al. does not anticipate or render obvious the embodiments of the present invention as are set forth in Claims 1-2, 6-7, 13-15, 19, 25, 27-29 and 30-35.

The Examiner is respectfully directed to Claim 1, which is drawn to a method of handling an exception in a business-to-business transaction. Claim 1 sets forth in part:

... using a unified communication system to automatically notify the authorized representative of the exception; if said authorized representative fails to send a confirmation acknowledging notification of said exception, repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative ...

Claims 15, 25 and 29 recite limitations that are similar to those contained in Claim 1. Claims 7, 13-14 depend from independent Claim 1, Claim 19 depends from independent Claim 15, Claims 27-28 depend from independent Claim 25 and 31-32 depend from independent Claim 29 and set forth additional limitations of the present claimed invention.

Gopal et al. does not anticipate or render obvious the embodiments of the present invention that are set forth in Claims 1. Gopal et al. does not teach or suggest all of the

limitations that are recited in the aforementioned Claims as is required to anticipate or render obvious the embodiments of the present invention set forth therein. Specifically, Gopal et al. does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claims 15, 25 and 29 contain similar limitations).

Gopal et al. only discloses a dissimilar archival database system for handling information and information transfers in a computer network. Gopal et al. discloses that as a part of the disclosed method, messages can be sent over a digital network for the purpose of conducting business. However, as is admitted by the Examiner in the outstanding Office Action (see page 4 of the outstanding Office Action), Gopal et al. is not concerned with contacting different authorized representatives until there is a receipt of a confirmation from any one of the authorized representatives.

Applicants respectfully submit that nowhere in the Gopal et al. reference is it taught or suggested that attempts to contact different authorized representatives until there is a receipt of a confirmation from an authorized representative are executed as is set forth in Claim 1 (Claims 15, 25 and 29 contain similar limitations).

Toy does not teach or suggest a modification of Gopal et al. that would remedy the deficiencies of Gopal et al. that are outlined above. More specifically, Toy does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claims

15, 25 and 29 contain similar limitations). Toy shows a very different information monitoring and notification method and apparatus. Toy does not teach attempting to contact different authorized representatives for the purpose of receiving a confirmation but discloses that only an attempt to reach the same contact is carried out after a pre-selected delay. Toy actually discloses that attempts are made to reach the same party at different or “alternative contact addresses” that are hierarchically listed in a hierarchical listing of contact addresses. This is fundamentally different from the process delimited in the claimed invention where attempts are made to contact different representatives.

Jawahar et al. does not teach or suggest a modification of Gopal et al. and Toy that would remedy the deficiencies of Gopal et al. and Toy that are outlined above. More specifically, Jawahar et al. does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claims 15, 25 and 29 contain similar limitations). Jawahar et al. only shows a very different method and system for enabling dynamic resource collaboration when a collaboration session host is different from a resource host. Importantly, Jawahar et al. does not teach attempting to contact different authorized representatives for the purpose of receiving a confirmation communication therefrom.

Consequently, the embodiments of the present invention that are set forth in Claims 1, 15 and 25 are not anticipated or rendered obvious by Gopal et al. in view of Toy and Jawahar et al. Accordingly, Applicants respectfully submit that Gopal et al. in view of Toy and Jawahar et al. does not anticipate or render obvious the embodiments of the present claimed invention as are recited in Claims 7, 13-14 which depend from Claim 1, Claim 19 which depends from Claim 15, Claims 27-28 which depends from Claim 25 and Claims 30-31

which depend from Claim 29. Consequently, the rejection of Claims 1, 7, 13-15, 19, 25-29 and 31-32 are rejected under 35 U.S.C. 103(a) is improper and should be withdrawn.

Claims 3 and 16 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Gopal et al. (US Patent No. 2001/0032263) in view of Toy (US Patent No. 4,554,418) and Jawahar et al. (US Patent No. 6,289, 333) and further in view of Kikinis et al. (US Patent No. 2004/0049562). Kikinis et al. does not teach or suggest a modification of Gopal et al., Toy and Jawahar et al. that would remedy the deficiencies of Gopal et al., Toy and Jawahar et al. that are outlined above. More specifically, Jawahar et al. does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claim 15 contains similar limitations and Claims 3 and 16 depend from Claims 1 and 15 respectively). Consequently, the embodiments of the present invention that are set forth in Claims 3 and 16 are not anticipated or rendered obvious by Gopal et al. in view of Toy and Jawahar et al. and further in view of Kikinis et al.

Claims 8 and 20 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Gopal et al. (US Patent No. 2001/0032263) in view of Toy (US Patent No. 4,554,418) and Jawahar et al. (US Patent No. 6,289, 333) and further in view of Zhu et al. (US Patent No. 2002/0194272). Zhu et al. does not teach or suggest a modification of Gopal et al., Toy and Jawahar et al. that would remedy the deficiencies of Gopal et al., Toy and Jawahar et al. that are outlined above. More specifically, Zhu et al. does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located

authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claim 15 contains similar limitations and Claims 8 and 20 depend from Claims 1 and 15 respectively). Consequently, the embodiments of the present invention that are set forth in Claims are not anticipated or rendered obvious by Gopal et al. in view of Toy and Jawahar et al. and further in view of Zhu et al.

Claims 10-12, 22-24 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Gopal et al. (US Patent No. 2001/0032263) in view of Toy (US Patent No. 4,554,418) and Jawahar et al. (US Patent No. 6,289, 333) and further in view of Lettich et al. (US Patent No. 2002/0049622). Lettich et al. does not teach or suggest a modification of Gopal et al., Toy and Jawahar et al. that would remedy the deficiencies of Gopal et al., Toy and Jawahar et al. that are outlined above. More specifically, Lettich et al. does not teach or suggest a method for handling an exception in a business to business transaction that includes “repeating said using an intelligent contact manager and said using a unified communication system to locate and to notify another authorized representative that is different from the previously located authorized representative from said hierarchical list until receipt of said confirmation from any notified authorized representative” as is set forth in Claim 1 (Claim 15 contains limitations similar to those found in Claim 1 and Claims 10-12 and 22-24 depend from Claims 1 and 15 respectively). Consequently, the embodiments of the present invention that are set forth in Claims 10-12 and 22-24 are not anticipated or rendered obvious by Gopal et al. in view of Toy and Jawahar et al. and further in view of Lettich et al.

#### Conclusion

In light of the above-listed amendments and remarks, Applicants respectfully request allowance of the remaining Claims.

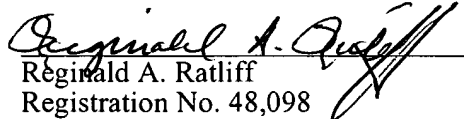
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The Examiner is urged to contact Applicants' undersigned representative if the Examiner believes such action would expedite resolution of the present Application.

Respectfully submitted,

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